

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS ST., STE. 4600, PHOENIX, ARIZONA 85007  
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**INVESTIGATIVE DIVISION REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** Investigative Division

**RE:** Case: 21-96

Complainant(s): Arizona State Veterinary Medical Examining Board

Respondent(s): Melanie Rettler, D.V.M. (License: 2059)

**SUMMARY:**

Complaint Received at Board Office: 2/17/21

Board Discussion: 4/21/21

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised  
September 2013 (Yellow).

On December 31, 2018, Respondent premises license lapsed. She was sent information notifying her that the premises license had lapsed and action needed to be taken to renew if she was going to continue to provide veterinary services from the premises.

On January 31, 2021, Respondent contacted the agency stating that she had attempted to renew online but could not find a form to print. Respondent was advised that her premises license had expired 12/31/18 at the previous renewal cycle.

On February 17, 2021, the Board voted to open an investigation due to Respondent continuing to provide veterinary services through his lapsed premises license.

On February 26, 2021, Respondent renewed her premises license. No fees were necessary to renew this renewal cycle.

**PROPOSED 'FINDINGS of FACT':**

1. On February 7, 2017, similarly to 12/31/18, Respondent was sent a lapsed letter to notify her that her premises license had lapsed. On March 3, 2017, Respondent renewed her premises license more than a month after her premises license had officially lapsed.
2. On December 31, 2018, Respondent premises license lapsed. She was sent information notifying her that the premises license had lapsed and action needed to be taken to renew if she was going to continue to provide veterinary services from the premises.
3. On January 31, 2021, Respondent contacted the agency stating that she had attempted to renew online but could not find a form to print. Respondent was advised that her premises license had expired 12/31/18 at the previous renewal cycle.
4. Respondent was sure she sent in the premises renewal with her veterinarian renewal as she always submit them together. Director Whitmore verified that the agency had received Respondent's veterinarian renewal payment on 2/27/19 without the veterinary renewal application. Board staff emailed the veterinary renewal application to Respondent that same day. Respondent did not mention the premises license renewal. Respondent was unable to locate the cancel check that would indicate she had submitted and paid for her premises license renewal that lapsed in 2/1/2018.
5. On February 17, 2021, the Board voted to open an investigation due to Respondent continuing to provide veterinary services through his lapsed premises license.
6. On February 23, 2021, Respondent was sent a notice of the investigation asking her to respond.
7. On February 26, 2021, Respondent renewed her premises license. No fees were necessary to renew this renewal cycle.
8. On March 10, 2021, Respondent responded to the open investigation. Respondent stated that until she attempted to renew her premises license online in January 2021 and spoke with Ms. Whitmore, she did not know that her premises license had lapsed.
9. Respondent thought she had mailed the premises renewal application with fee to the Board office in January 2019. She stated that she may have mailed it to the wrong address, misplaced the document and not mailed it. Respondent relayed that she was under the impression that her premises license was valid and current.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

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Tracy A. Riendeau, CVT  
Investigative Division

March 10, 2021

Melanie Rettler, DVM

[REDACTED]  
[REDACTED]  
[REDACTED]

Arizona Veterinary Examining Board

1740 W. Adams St.

Phoenix, AZ 85007

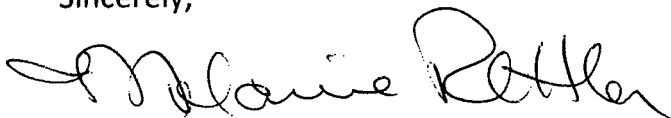
Dear Board Members;

This letter is in response to your inquiry about the expiration of my premise license for Healthy Pet at the end of 2018 and my continuation to practice throughout 2019 and 2020 and to the present on a lapsed premise license.

Until I tried to renew my license on line January 2021 and then spoke with <sup>Victoria</sup> Virginia about it, I did not know that my premise license had lapsed.

I mailed or thought I mailed the license application and fee for 2019-2020 at the end of January 2019 which would have been during the grace period. I may have mailed it to the wrong address or misplaced it and not mailed it. However, all this time, I thought the premise license was valid and current

Sincerely,

  
Melanie Rettler, DVM.